



MAR 16 2001

TRANSMITTAL OF FORMAL DRAWINGS

Docket No.

GES-0030

In Re Application Of: SYED KIRMANI ET AL.

Serial No.	Filing Date	Batch No.	Examiner	Art Unit
09/752,021	12/28/2000			

Invention: METHOD AND SYSTEM FOR PROVIDING REAL TIME CUSTOMER SERVICE

Address to:

Assistant Commissioner for Patents
Washington, D.C. 20231

Transmitted herewith are:

THREE (3) sheets of formal drawing(s) for this application.

Each sheet of drawing indicates the identifying indicia suggested in 37 CFR Section 1.84(c) on the reverse side of the drawing.

Signature

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Dated: March 9, 2001

I certify that this document and attached formal drawings are being deposited on March 9, 2001 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

Signature of Person Mailing Correspondence

Barbara Latourelle

Typed or Printed Name of Person Mailing Correspondence